

Working in a 911 Center

1. We are all taught at a very early age to dial 911 in the event of an emergency. Most probably don't think about the dispatcher who answers the call. It takes someone who has a desire to help people, works well under stressful situations and doesn't mind working crazy shifts and all days of the week. If this sounds like it's for you, here's how to become a 911 dispatcher.
2. Uses a computer-aided dispatch system, receive emergency calls from the public requesting police, fire, medical or other emergency services. Determine the nature and location of the emergency; determine priorities, and dispatch police, fire ambulance or other emergency units as necessary and in accordance with established procedures. Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police and fire units. Monitor direct emergency alarms, answer non-emergency calls for assistance. Enter, update and retrieve information from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data. Monitor several complex public safety radio frequencies. Operate a variety of communications equipment, including radio consoles, telephones and computer systems.

Communications Dispatchers perform a full range of radio and telephone operational duties in this 24-hour facility. Dispatchers are required to process and prioritize incoming calls for police, fire and EMS assistance.

3. When an emergency befalls a person, they call 911 for assistance. But how much do you know about the operator on the other side? Read about 911 operator job description to learn more about the duties and responsibilities of these operators, and if you are interested in becoming one yourself.
4. A person who receives emergency 911 calls is known as an emergency dispatcher, and this is very vital job as the lives of people are at stake. The 911 operator job description is certainly not a dull one, as the individual will have to face new and different challenges on a daily basis. It requires a sense of urgency and recognizing danger that can end up being valuable to the person who has made the call.
5. When any person calls 911 they can be in need of immediate police assistance, medical assistance or any other such aids. It is part of the 911 operator job description to take down all the necessary details as quickly as possible and then inform the concerned authorities and ensure that they arrive at the scene quickly. A 911 operator cannot take his job lightly under any circumstances and must not be slacking off at any moment.

This is not a job for the fainthearted and for indecisive people, as most calls will require the operator to take initiative and inform the right authorities. This initiative can only be gained from a conscious decision to help people and be of assistance to them. 911 operator duties requires the dispatcher to be alert and intuitive at all times, and sense when danger is lurking. If you are interested in looking for 911 operator jobs, visit your nearest police station and ask them for more details.

6. 911 Operator Job Description

Now that you know more about what does a 911 operator do exactly, you must read about all the 911 operator responsibilities and daily activities that the individual is expected to take upon himself. All these things are taught to the operator beforehand, but they should also come from within. This is not a job to be taken lightly, and requires a lot of commitment and will power. The many duties and responsibilities of a 911 operator are as follows.

- Receive emergency and non-emergency calls and messages from the public and respond to them appropriately.
- Respond to these calls in the right manner and inform the concerned authorities immediately.
- Dispatch agencies or units who can provide assistance to the right address after highlighting the importance of the situation.
- Prioritize calls and dispatches based on their importance, and take the right decision.
- Operate on police radio frequencies to monitor and coordinate various police activities and assignments.
- Maintain knowledge of the location and the status of various security personnel.
- Create accurate logs of all public communications that have been undertaken for the purpose of general safety of the people.
- Provide information for investigative purposes by making use of data and information available in sensitive security databases.
- Maintain files and records for cases that require assistance in the future.
- Maintain confidentiality of all the information dealt with.
- Submit progress reports on trainees, provide on-the-job training for police dispatchers and stay informed of all departmental regulations and procedures.

7. By studying this 911 operator job description one can get a better idea about what the job actually involves, and if one is suited for it.

8. This job requires a lot of training which can only be received on the job, and a background search of an individual will also be carried out upon their application, to ensure that they do not have a criminal background. Since the job involves dealing with a lot of sensitive information, choosing the right people for the task is imperative. Along with these stipulations, it is mandatory that the individual be at least 18 years old, a United States citizen and should also possess a high school diploma or a G.E.D (General Educational Development) credential.

A good command over the English language will certainly be a major help, and knowing Spanish is also optional. 911 operator job description explains how these operators work behind the scenes to get assistance to people as fast as possible, and this is an activity that not many people of the general public know about. But the thought of helping out these people should convince you that this is the right job for you.

9. 911 operators typically work eight to 10 hour shifts in a dispatch center, and they may work with a group of dispatchers to ensure that the line is never busy when people call. When the phone rings and a 911 operator answers, he or she determines the nature of the emergency, and dispatches emergency services as needed. For example, on a medical aid call where someone calls to report a broken limb, the 911 operator would determine which ambulance service should respond to the call, and dispatch an ambulance. If a caller reports a traffic accident, the operator might send out a fire truck, police car, and ambulance to ensure that the situation is fully covered. Dispatchers also talk with emergency responders at the scene so that they can dispatch additional responders as necessary.
10. Skilled 911 operators can be in high demand. A good 911 operator can extract necessary information from callers quickly and efficiently, keep callers calm and update them on the status of the emergency services they have dispatched, and coach callers on interventions such as how to perform CPR. The 911 operator needs to be able to handle a wide variety of situations, and stay cool, calm, and collected throughout.
11. 911 operators usually need to be familiar with computer systems which are used to log calls and dispatch emergency services. They are also trained to deal with issues like prank calls and hangups, which still require a response. These dispatch professionals may need to be able to work with several computer and phone systems to coordinate emergency responses, and they need to be familiar with topics like cell phone calls which are routed to the wrong dispatch center, staffing allotments at various emergency services agencies, and how to handle non-emergency calls which end up at the 911 dispatch center, such as noise complaints